

FFY 2011 State Plan Update - Attachment 4.8 (b) (3) – Cooperative Agreements with Private Nonprofit Vocational Rehabilitation Service Providers

Washington DVR currently contracts with Private Nonprofit VR Service Providers to provide services in accordance with DVR's Community Rehabilitation Program (CRP) contract. Contracts are procured through an open Request for Qualifications (RFQ) process. The RFQ defines the services, expected outcomes of service delivery, payment systems, uniform fees, and the qualifications that a prospective contractor is required to meet in order to be granted a DVR CRP Contract. DVR does not currently limit the number of Nonprofits responding to the RFQ and Nonprofits choose which of the contract services to provide.

The services identified and defined in the contract are:

- Vocational Evaluation: one or more types of standardized vocational tests used to obtain objective information from the DVR customer in response to specific questions presented by a DVR Counselor about a customer's work-related strengths and limitations;
- Trial Work Experience: contractors are responsible for arranging a real work setting(s) and assessing whether a customer is able to benefit from VR services. The results of the TWE are used to determine eligibility based on clear and convincing evidence whether the individual's disability is too significant to benefit from VR services.
- Community-based Assessment: contractors are responsible for finding and securing positions in realistic work settings to help assess work interests and abilities and identify any employment barriers a customer may face. This process will assist in collecting information needed to determine eligibility or for identifying the nature and extent of support(s) and accommodation(s) needed for the customer to obtain and maintain competitive employment;
- Job Placement: location of and placement of a client into a paid and integrated employment position, as mutually defined and agreed to by the DVR Counselor, client and CRP;
- Intensive Training (available for individuals having a Supported Employment plan): one-on-one job skills training and support provided at the supported employment job site to enable a DVR customer to: 1) attain job stabilization in on-the-job performance, with job supports; 2) meet their employers' expected levels of work productivity; and 3) transition to long-term Extended Services as provided by an entity other than DVR;
- Job Retention (for individuals not having a Supported Employment plan): individualized training and support services that enable a DVR customer to learn the essential functions of a job, meet the employer's expected level of

job performance, and retain their employment for ninety (90) calendar days past the point of Job Placement; and

Some of the services in the contract are provided at various levels of intensity. Trial Work Experience/Community Based Assessment, Job Placement, Intensive Training, and Job Retention are available in three levels of intensity. The level of intensity is determined by universal and unique barriers presented by the customer that are impeding the customer from obtaining and/or to maintain employment.

All services in the contract are outcome based. This means payments are made for actual delivery of the expected result or outcome of service rather than paying for "service" as a free-standing process through a unit-of-service basis. The expected outcome is specific to the service as indicated in the definition with a report detailing the activities associated with the provision of service and outcomes attained.